

ARCHITECTURE AND INNOVATION



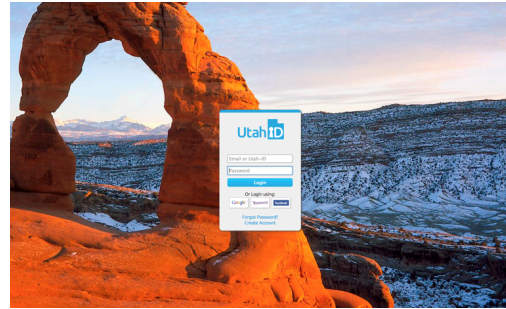
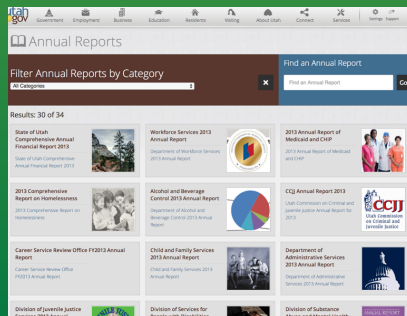
2014 Utah.gov Portal Enhancements

In April 2014, a major redesign of the Utah.gov portal was completed. The redesign continues to demonstrate Utah's awareness of the value that the public places on being able to do their business with government quickly and efficiently. All of the secondary pages of the site were visually upgraded with infographics that reflect Utah's commitment to citizen-centric goals. The site was designed from a "mobile-first" perspective to ensure that it is useful to the growing number of mobile users that access Utah.gov for services and information. Over 400,000 *unique mobile visitors* are now among those who regularly use the site. The CTO Office manages the Utah.gov portal through a DTS contract arrangement with Utah Interactive.

ARCHITECTURE AND INNOVATION

State Master Data Index Support

The CTO Office provides day-to-day support for the Utah.gov Master Data Index (MDI) which added several new capabilities in 2014, such as an index of agency annual reports. In 2013, the State of Utah was recognized by Public Technology Institute as a national leader in the use of Web 2.0 technologies. The MDI was a key component of this award recognition. Criteria for the award includes: measuring specific tools, goals, participation rates, system integration, standards and policies, interoperability, data access and sharing, channel coordination and performance metrics.

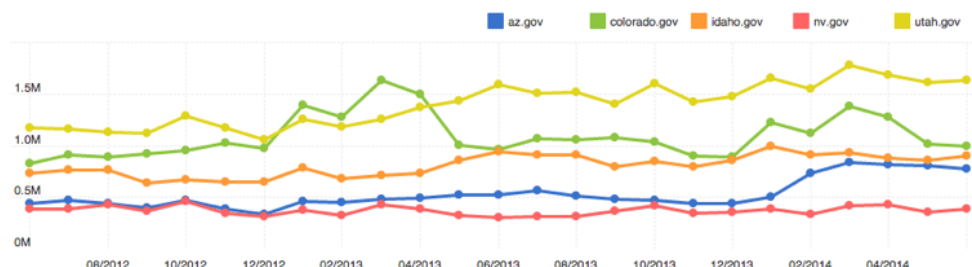


Accessibility

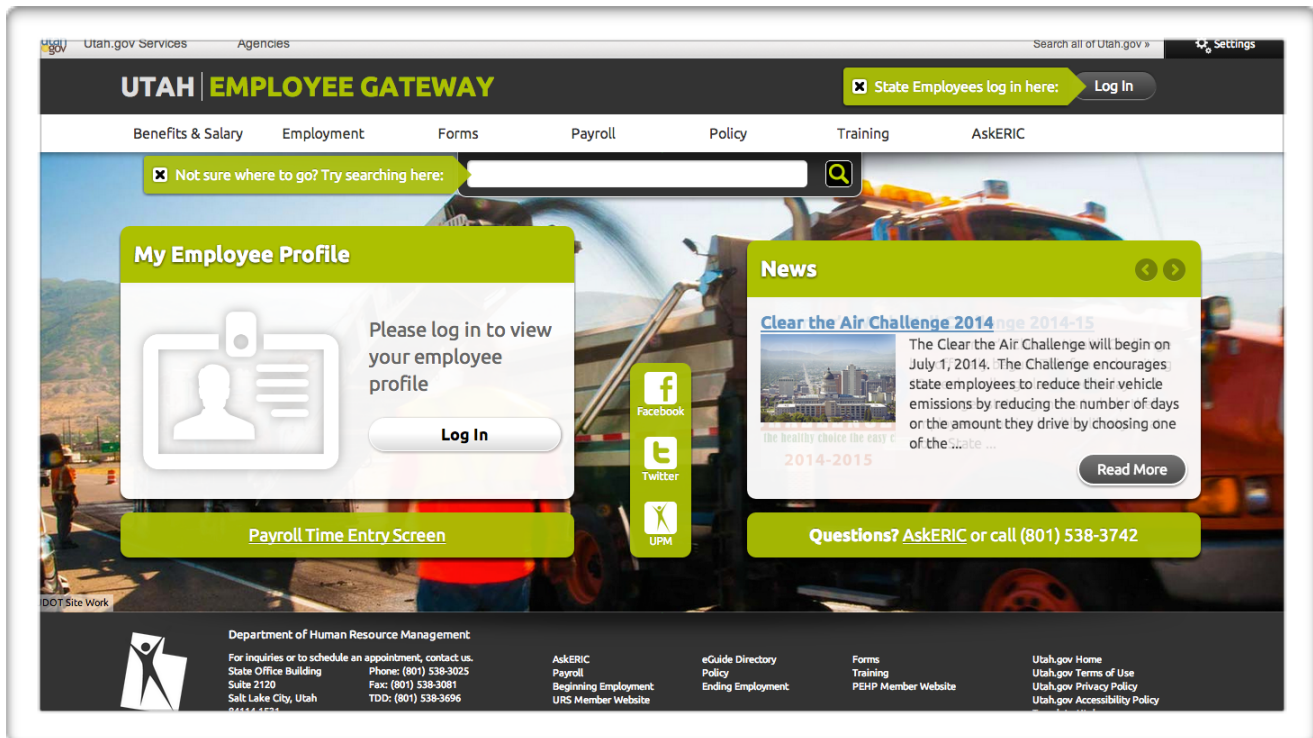
DTS is committed to providing accessible digital services and information to all of Utah's citizens. In 2014, the office completed an accessibility assessment of all state agency websites and has worked with agencies throughout the year to make the sites more accessible. This included a complete redesign of the login.utah.gov service which fronts more than 300 separate services.

The Utah.gov domain continues to grow

DTS continuously looks for ways to improve efficiency by increasing the reach of Utah.gov and its many associated services. The Utah.gov domain reached 1.6 million unique visitors for the first time ever in October 2013, but has exceeded that same benchmark 5 out of the first 6 months of 2014.



SOLUTIONS DELIVERY



Delivering Applications ‘Faster to Market’

During FY2014, the Solutions Delivery team turned their focus to producing lighter, more usable applications in a faster timeframe. One of the first applications developed with this concept was a new Employee Gateway for DHRM. The new Employee Gateway was developed with this concept in mind and was produced in a shortened timeline, without sacrificing customer satisfaction or usability.

Other examples of success using this concept can be found in other more data intensive web applications such as the Comp Prep application, used by the budget officers across the state.

By leveraging the work of talented designers, better requirements validation and prototyping, traditionally ‘heavy’ applications have been simplified and the development can be expedited. Customer feedback becomes paramount for moving the project forward.

From rewriting websites such as those for Veteran’s Administration, to completing fully functioning apps such as SMIS for GOMB, to producing new mobile applications for customers such as UID’s Health Rates, the Solutions Delivery team has been able to produce results faster and more efficiently for many new and existing customers.

SOLUTIONS DELIVERY

Notable Collaboration Projects

Replacement of Complete Website for -

- Veteran's Administration Outreach
- Board of Education
- Lone Peak Fire
- DHRM
- Aspire

New implementations -

- Polaris Integration with BEMS for DOH
- Implementation of new SMIS system for GOMB
- New applications for Captive Insurance
- Enhancing Commerces' Controlled Substance Database to Share Data with Other States
- Completion of On-line Training App for DAS's Purchasing Division
- Deployment of new Licensing Application for DHS
- Addition of Mobile Functionality to Insurance's Health Rates Application

Lower Cost Alternatives for Database Users

Over the years, the Solutions Delivery Database group has been able to implement more and more efficiencies in association with managing the shared database environments. As indicated last year, a pilot project to provide a lower cost alternative, or 'core model' was established in 2013, with the goal of expansion in 2014.

During 2014, the core model has been implemented for many of the large database customers, both in the Oracle and SQL Server shared environments. Agencies including Health, DHS, Commerce and DEQ have been able to take advantage of this lower cost alternative.

With the addition of these new environments, and the associated maturity of the staff in being able to support these new customers, the database team continues to find efficiencies that will allow DTS to recommend further cost reductions in coming years.



INFRASTRUCTURE

Enhancing Agency Security with Mobile Device Management

The first phase of the MDM (Mobile Device Management) project was completed on June 30, 2014. This first phase, targeted towards the Executive Branch Agencies, was initiated with the purpose of giving those agencies a tool to help in managing mobile devices that connect to the network and ultimately, agency-related data.

With the delivery of this toolset, agencies are able to manage mobile device access, according to the business rules and requirements of the agency. It also allows agency representatives to 'self-manage' many of the rules, without having to request DTS personnel complete these tasks.



Completion of the AD Project

During FY2014, DTS was able to complete the migration from Novell to Active Directory. This was a massive effort affecting all of the Agencies throughout the Executive Branch. Although spearheaded by DTS Hosting, AD required the collaboration of participants from many other groups throughout the organization including Desktop Support, Database, and Application Development.

Migrating from Novell to AD has been very cost effective for DTS and customers. The cost of the client for AD is approximately 1/3 the cost of the Novell client. In addition, many of the agencies were already using AD in addition to Novell for application purposes. The Enterprise Implementation of AD has eliminated the need for those duplications.

Other Security Enhancements across the Enterprise

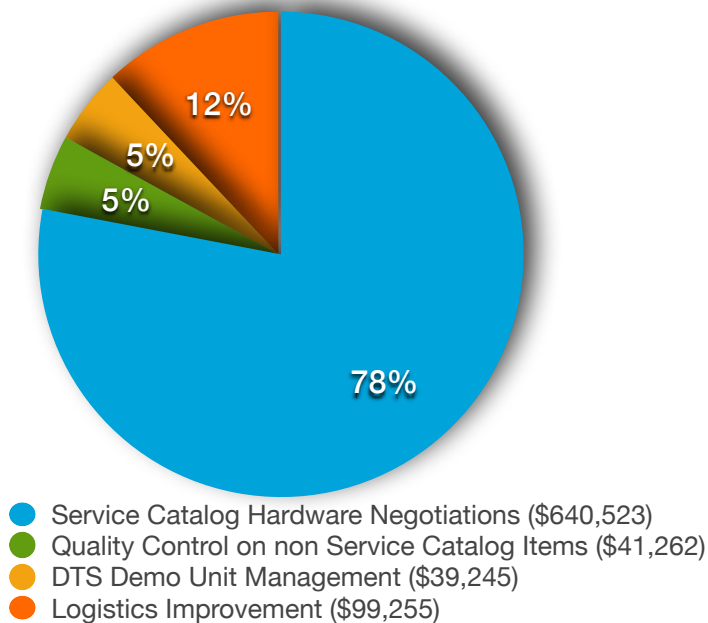
As part of DTS' commitment to continually enhance security, an Enterprise project to encrypt sensitive data at rest was initiated and deployed during the past year.

Using Guardium for the majority of servers and utilizing the appropriate database tools for others, the DTS technicians at each Campus were able to successfully encrypt nearly 600 servers.

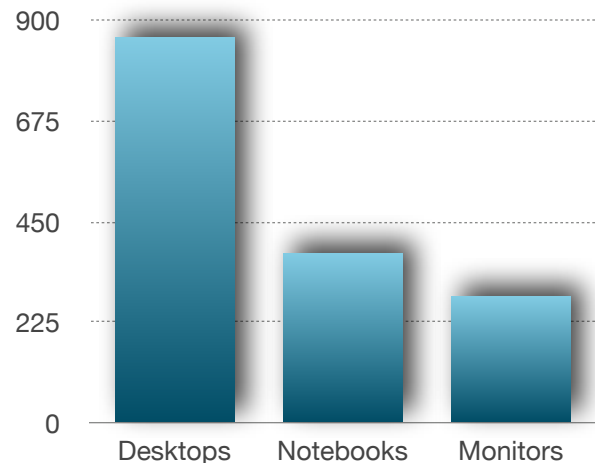
As an enterprise project, this effort required a great amount of research, collaboration and coordination between both Agency business and DTS technical personnel, as well as the sponsorship and support of the Cabinet level Security Council.

FINANCE AND ADMINISTRATION

Procurement Savings \$820,285



Qty of Service Catalog Units
Delivered Same or Next Day



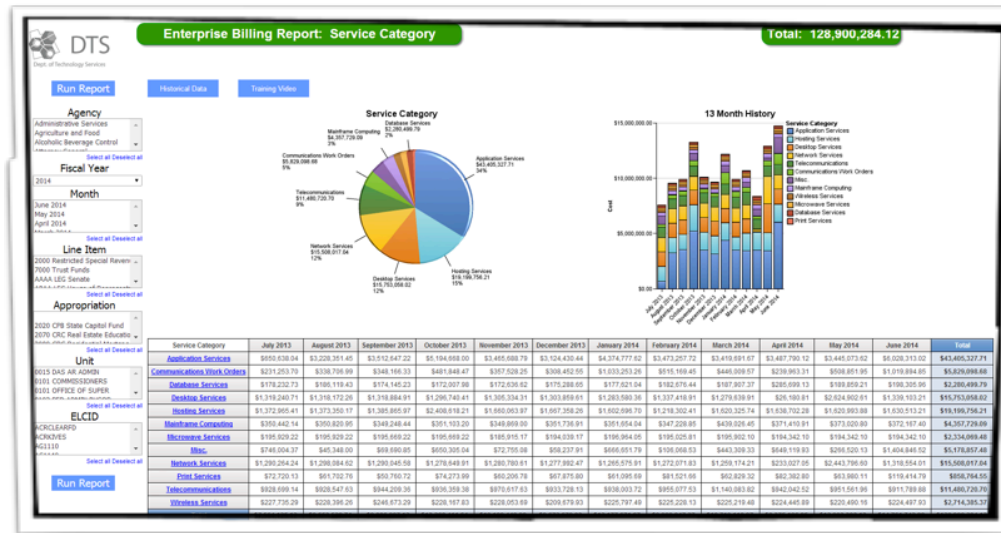
DTS Cost Savings

In FY14, DTS Procurement simplified IT purchasing for State agencies by developing an online marketplace “Service Catalog”, which allows purchasers to compare models, price shop, and purchase commonly requested hardware and software directly from the DTS website. Through the Service Catalog, the team was able to:

- Negotiate volume discounts on single item purchases.
- Forecast with local vendors to improve stock availability and logistics.
- Simplify product selection and ensure usability of models in the State environment.

DTS Procurement processed 6,753 purchase requests resulting in a total of 5,931 Purchase Orders. Taking a collaborated approach with vendors, DTS procurement was able to work with and negotiate the ServiceNow Catalog items resulting in a savings of \$640,523.

FINANCE AND ADMINISTRATION



New DTS Billing System

DTS Billing, in cooperation with the Project Management team, was able to design, develop, and implement a new reporting system for the agencies to view, and review their monthly DTS Bills. The new reporting system is user friendly, aesthetically pleasing, and has a much needed ability to allow the user to drill down into the details of their bill which in the past has been very difficult for our customers and has been one of the main complaints received by DTS Finance.

DTS Receiving Center

The Receiving Team processed a total of 18,323 total items of which 4,184 were imaged including; thin clients, desktops, workstations and laptops.

Over 90 devices were returned due to the team's quality control standards.

Each day the team delivered an average of 73 packages and traveled an average of 90 miles to maintain a 3.3 day delivery turnaround timeframe.

In addition, the Central Receiving Center was able to save \$8,725.00 by installing RAM before the computers were delivered to the other agencies.

DTS Order Desk

The Telecommunications order desk processed an average of 499 telephone moves, adds, and change requests each month for a total of 5,985 requests being processed.

The order desk created and manages the new DTS mobile device coordination process, which includes; on-boarding, tracking in-use and decommissioned mobile devices, and tracking and managing the use of data plans for tablets issued to DTS employees.

PROJECT MANAGEMENT



Certification for Project Managers

DTS Project Managers are now receiving training on a common project management curriculum. The on-line training and exam provides assurance that IT Projects are being executed by trained professionals that are operating in a concerted effort to bring visibility and efficiencies to IT Projects. The training is also useful to project stakeholders who interact with IT projects.

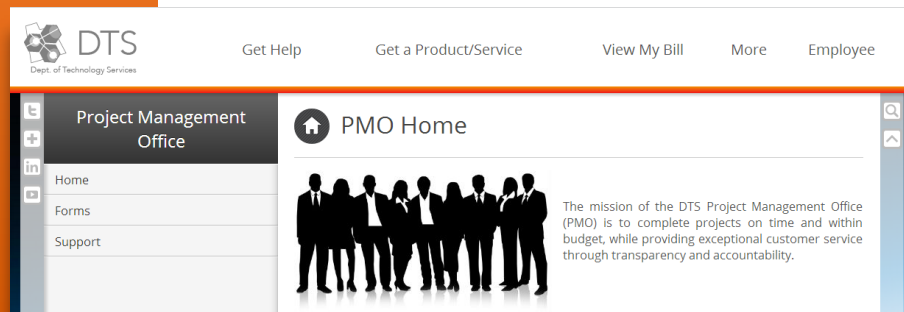
Highlighted Projects Completed by PMO:

- Utah's Controlled Substance Database Connected with Interstate Hub
- Mobile Device Management
- ServiceNow
- SUCCESS
- Enterprise Active Directory
- VDI Deployment
- Labor Commission Best Practices
- Guardium Encryption
- Enterprise Billing Reports
- DOH ePOLST

New PMO Web Site

The new PMO Web Site provides a series of project management templates, video training, and Best Practices. Among the available templates are:

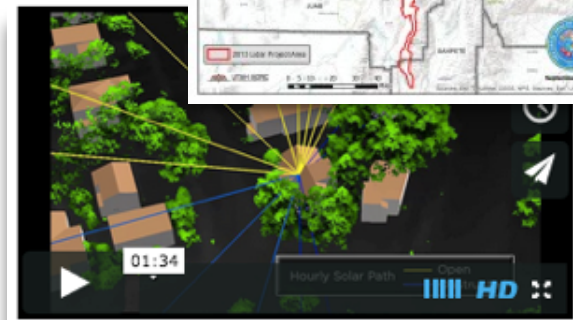
Project Request Form
Statement of Work
Project Status Report
Project Closeout
Project Closeout Scorecard (currently exclusive to GOMB TOS projects)



AGRC

2013-14 High Resolution LiDAR Acquisition Flights

Light Detecting and Ranging (LiDAR) produces data that is valuable for detailed mapping of the surface of the earth, structures, and vegetation. LiDAR data is collected using an airplane-mounted laser and a sensor that records millions of laser pulse reflections from surfaces on/near the ground. AGRC led a partnership of the Salt Lake County Surveyor's Office, the Division of Emergency Management, and the Utah and U.S. Geological Survey, to contract for the delivery of 1,350 square miles of the highest spec LiDAR data that will be used for earthquake fault and landslide detection, higher resolution floodplain maps, solar potential analysis, and an assortment of development and infrastructure relating mapping products.



November 2013 Mobile Broadband Test

AGRC, through its role in the Utah Broadband Project, successfully contracted with [Isotrope LLC](#), to conduct a statewide mobile broadband drive test covering over 6,000 miles of road in Utah. The drive test collected real-time information on the mobile wireless availability and speed information for all mobile carriers in Utah and will be used to verify provider reported coverage and inform forthcoming planning for Utah's participation in the nationwide FirstNet service, a dedicated mobile data and communications network for public safety.

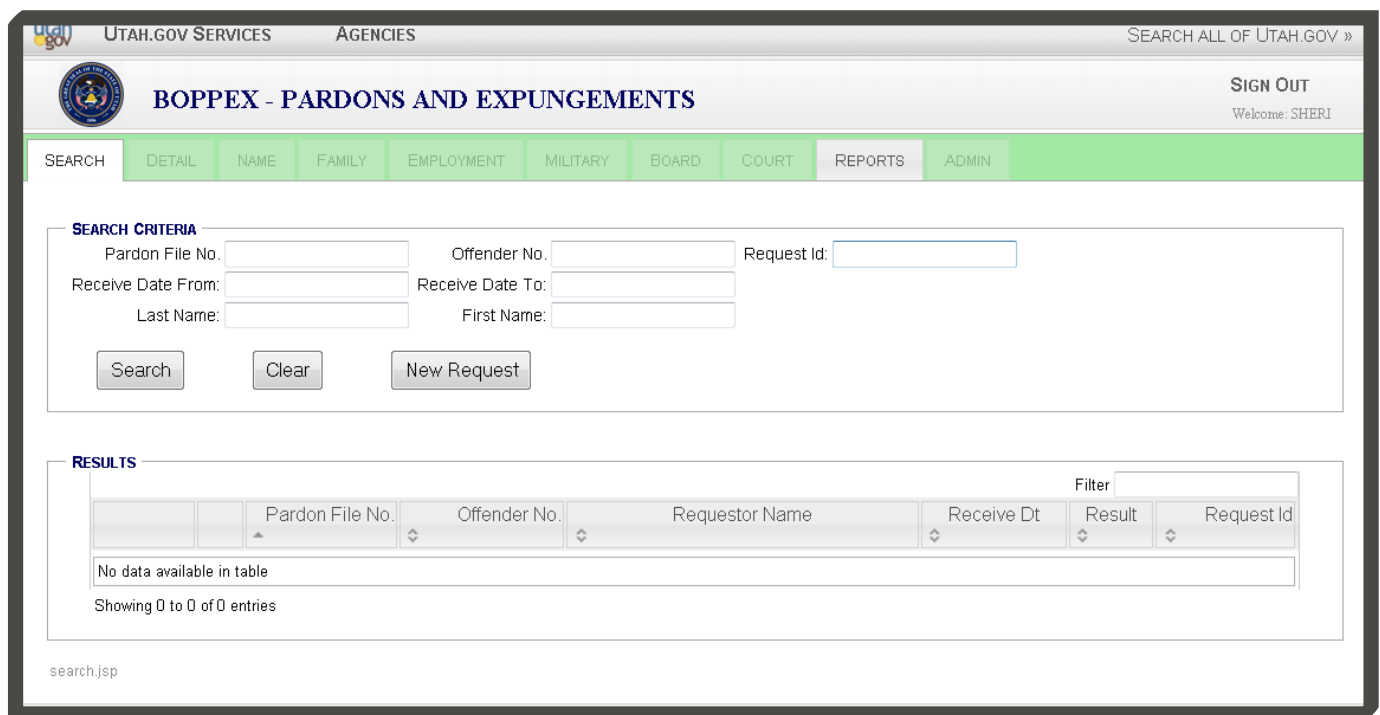
TURN GPS Network Upgrade

AGRC oversaw a significant upgrade of The Utah Reference Network for GPS (TURN GPS), which provides centimeter level measuring accuracy to the surveying, mapping, construction, and agricultural industries around the state. The statewide GPS solution server was upgraded to the Trimble Pivot VRS 64-bit software platform, a new payment gateway was launched, 8 higher capability base stations were deployed, and 8 new stations were added to the network. As of June 2014, the network consisted of 80 base stations, 45 partner organization subscriptions, and 371 external subscriptions.

BOARD OF PARDONS

New Expungements System

The new Expungement System, a stand-alone web application, was completed, tested and released this year. It handles the Board's duties with reviewing and rendering decisions on Pardons. The application also supports the Board's new legislated responsibilities issuing Expungements with Pardons. It supports receiving and reviewing reports, calendar scheduling, case preparation, hearings, decisions, issuing official certificates and orders, etc.

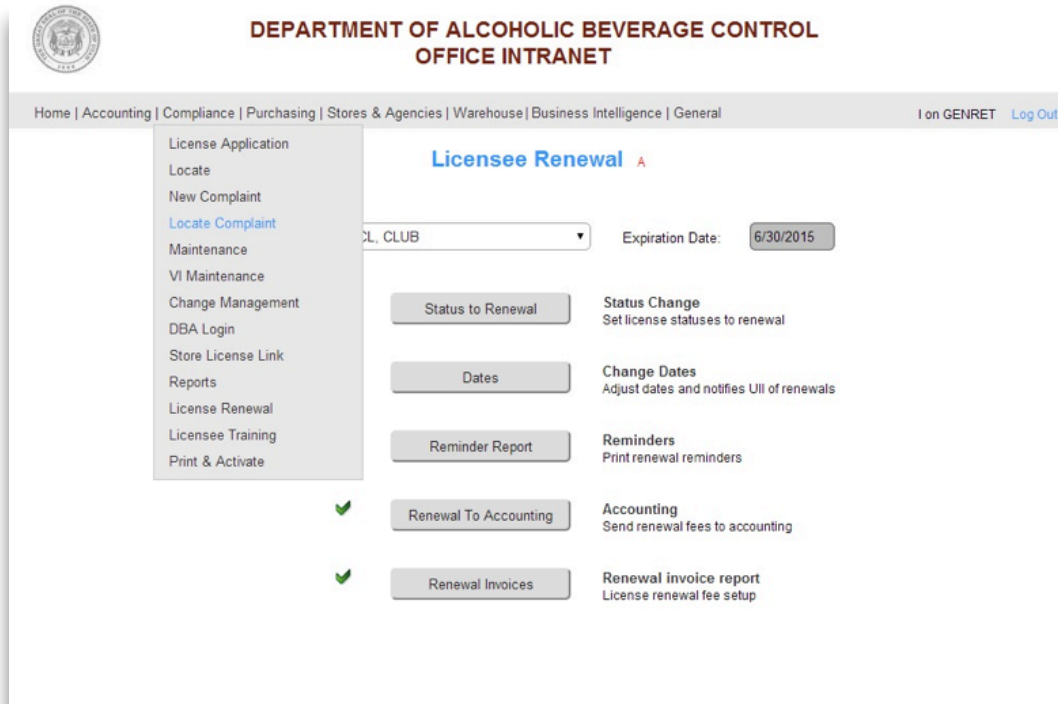


The screenshot shows the BOPPEX - PARDONS AND EXPUNGEMENTS web application. The header includes the Utah.gov logo, "UTAH.GOV SERVICES", "AGENCIES", and a search bar. The main navigation bar has tabs for SEARCH, DETAIL, NAME, FAMILY, EMPLOYMENT, MILITARY, BOARD, COURT, REPORTS, and ADMIN. The SEARCH tab is active, displaying a "SEARCH CRITERIA" section with input fields for Pardon File No., Offender No., Request Id, Receive Date From, Receive Date To, Last Name, and First Name. Below these are "Search", "Clear", and "New Request" buttons. The "RESULTS" section shows a table with columns: Pardon File No., Offender No., Requestor Name, Receive Dt, Result, and Request Id. A "Filter" dropdown is present. The table currently displays "No data available in table" and "Showing 0 to 0 of 0 entries". The footer of the application shows "search.jsp".

Special Attention Requests

This is the beginning of a series of major development projects over the next several years that will truly move the Board's administrative processes out of steno pads, paper files and rolling file trays into the automated age. A four phase master plan was designed and developed during FY2014, and the first two phases were completed. This provided a significant labor savings to Board administrative staff by automating signatures on specific incoming requests and reports, and providing for a more efficient internal routing capability. Future phases will further automate all of the internal processes. The work completed to date involved Board management and staff working together with UDC staff and DTS application development.

ALCOHOLIC BEVERAGE CONTROL



The screenshot shows the 'DEPARTMENT OF ALCOHOLIC BEVERAGE CONTROL OFFICE INTRANET' interface. A navigation menu on the left includes options like 'License Application', 'Locate', 'New Complaint', 'Locate Complaint', 'Maintenance', 'VI Maintenance', 'Change Management', 'DBA Login', 'Store License Link', 'Reports', 'License Renewal', 'Licensee Training', and 'Print & Activate'. The main content area is titled 'Licensee Renewal' and features a dropdown menu set to 'CL, CLUB' and an 'Expiration Date' field set to '6/30/2015'. Below these are several functional buttons: 'Status to Renewal' (with description 'Status Change: Set license statuses to renewal'), 'Dates' (with description 'Change Dates: Adjust dates and notifies Ull of renewals'), 'Reminder Report' (with description 'Reminders: Print renewal reminders'), 'Renewal To Accounting' (with description 'Accounting: Send renewal fees to accounting'), and 'Renewal Invoices' (with description 'Renewal invoice report: License renewal fee setup'). Green checkmarks are visible next to the 'Renewal To Accounting' and 'Renewal Invoices' buttons.

Compliance

The DABC manages approximately 6,500 alcohol licenses across the state. There are currently 30 different types of licenses issued annually. Tasks performed by the compliance division include license applications, annual license renewals, complaints and violations, audit visits, licensee training, change management, and extensive reporting.

The legacy compliance management software application was written in Delphi and was extremely difficult to update or fix. The goal was to create an easy to adapt application that would better serve the division. The new system was written in C# and [ASP.NET](#). The system conveniently resides on the DABC Office Intranet allowing compliance officers easy access to the system whether they are in the office or out in the field, with the use of VPN and mobile tablets.

The DTS team that built this system was recognized by winning the 2014 DTS award for excellence.

ALCOHOLIC BEVERAGE CONTROL

Centralized Spa Order Store

DABC needed a solution for the ordering and monitoring of items that are placed on sale in its retail stores from month to month. Items that are on sale are referred to as SPA. DTS created the Centralized SPA Store Order program to address this need. This application allows DABC to achieve the following:

- See past sales performances of items on SPA
- Gives suggested order for the month of each item on SPA
- Allows users to override suggested order
- Allows users to see current sales and inventory levels of each item during the month of the sale.

This program has helped DABC to react quicker to sales trends of SPA items during the month they are on sale. It has reduced out of stocks of items when sales have outperformed previous SPA months. It has also allowed the users to reduce levels of inventory of items that are underperforming during a SPA month.

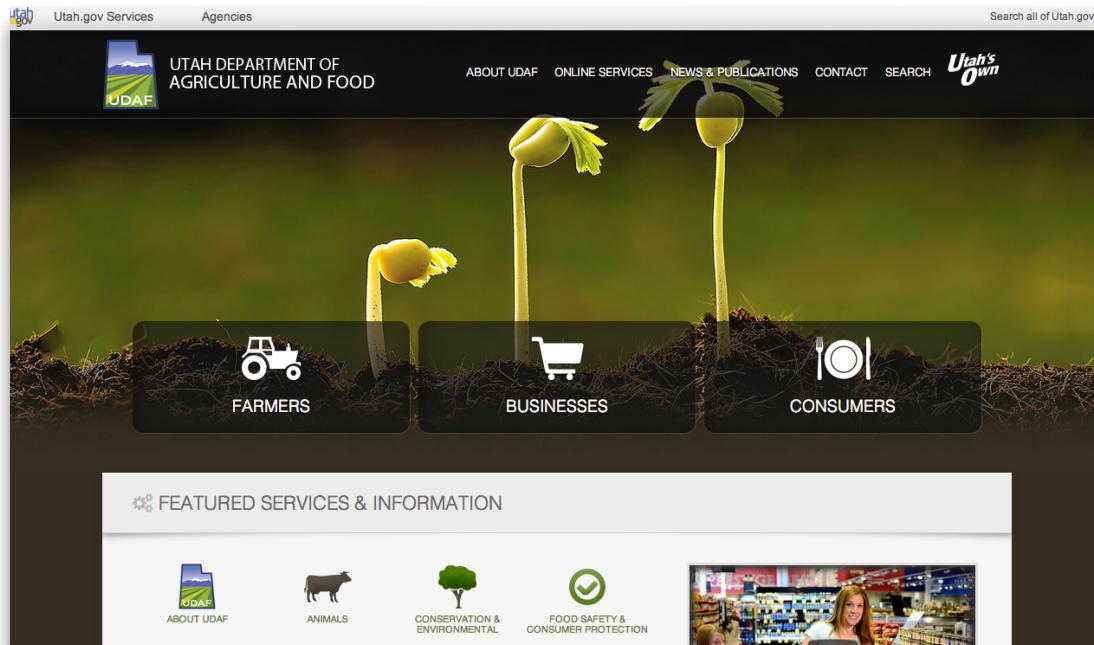
Licensee Sales

The Licensee Sales program is a vital part of the business process at the liquor stores within the State of Utah accounting for around 862,000 bottles of liquor sold and around \$56,000,000 worth of sales from July 2013 to June 2014. With ties to the compliance system that is used to manage around 6,500 liquor licenses and the online ordering system, it is important that the program be maintainable and reliable.

Updating this program became necessary when the underlying compliance system was changed. A code base written in Delphi making it difficult to maintain and an out of date business process were factors in deciding to do a complete re-write instead of updating the old code base. Features include:

- Better item and licensee search options
- Improved Order Search abilities and reporting
- Moved away from a costly legacy database system to a more compact local database solution (SQLite).
- Maintained interaction with current Point of Sale System

AGRICULTURE & FOOD



Updated Web site

The Department of Agriculture and Food redesigned its Web site to look more modern and better organize the information and online applications available. While undertaking the changes, Agriculture reorganized the folders and simplified content updates by using Joomla.

Extensive changes were required to accommodate the entirely new folder structure, and while making those changes DTS updated the online applications to make it possible to change web application and SQL passwords periodically.

Citations Tracking

The new Citations Tracking application allows authorized division staff to enter information for violation citations, submit to the director for approval, print the citation notice, and track notices due and payments received. It accepts attachments to the citation and generates reminders when an action is due.

Alternately, Animal Industry inspectors may manually issue citations in the field and later their division office technicians will enter them into this Citations Tracking system.

The project is for citations based on a violation, not for citations triggered by an overdue renewal or registration payments.



ADMINISTRATIVE SERVICES

Security Enhancements for eRules

The E-rules application was updated to enhance security. Standard security vulnerabilities and scans were performed. Database resolutions have been implemented into production.

Additionally, the E-Rules server was moved behind a local firewall to add further security protections.



IT Shared Services Model

DTS initiated the 'IT Shared Services' model per strategic direction from FY14 Executive Directors retreat and strategy session.

Within the initial 6 months of the new model, DTS concluded 12 projects representing \$79,000 of labor within the 'In Footprint' model of shared services. This work was consumed with current DTS resources thereby not having to obtain contractors or other expenses to complete the work.

The Full Shared Services is an active on-going process with the next major milestone in process.

Finance Enhancements

Finance upgraded to Cognos 10.2 which supports more web browsers and offers new features. This was completed with no impact to the end users.

Finance developed and implemented Payment Plus in both FINET and PTS.

Travel reimbursements for DAS employees are now being paid through payroll.

Mobile Application for Fleet

The first DAS mobile application was created for Fleet. These mobile applications for Apple and Android provided State Fleet employees the ability to locate repair and fuel locations with interactive maps.



ENVIRONMENTAL QUALITY



Integrated DOGM and DAQ application

This is a joint project between the Division of Air Quality at DEQ and the Division of Oil Gas and Mining at DNR. Modifications were made to the existing Oil and Gas ePermit web application to prompt oil well operators to request a General Air Order (GAO) from the department of Air Quality. Also DOGM's ePermit system now asks for the email address of the operator's environmental engineer so an email can be sent with a web link to the GAO permit wizard at the time drilling on a new well is completed. Air Quality is also notified of the well completion. Changes will make it easier for operators to determine the need for a GAO, get to the GAO permit site, and receive an approved GAO. Also, Air Quality will receive immediate reports for every completed well.

Database Migration

DTS migrated data from DEQ's old Sybase database to the enterprise Oracle system. DEQ is realizing an ongoing savings of \$16,000 annually due to elimination of Sybase licenses and an additional \$15,000 annually due to reduced server requirements.

TEMPO360

Tempo360, a permit tracking system provided by CGI, was deployed to replace the old PowerBuilder client/server application. The new system is a web-based application allowing Air Quality's Permit group to access permit database and permits from anywhere in Utah.

Automated Workflows

New automated workflow processes were developed and deployed for Air Quality, Solid Hazardous Waste, and Drinking Water. The new workflows provide repeatable electronic processes within DEQ's content management system, eliminating errors and reducing the time it takes to process the various types of documents.

FINANCIAL INSTITUTIONS

Transition to New Operating System and Office Suite

During FY14, the transition to a newer operating system and productivity office suite was completed. With this transition, DTS has retired end-of-life Microsoft products, Windows XP and Office suite 2003. This update allows the DFI to operate on properly secured software products that are fully supported by Microsoft and facilitates the agency's document exchange and interaction with federal counterpart regulatory agencies.



Transition to Active Directory

Active Directory is a centralized and standardized system provided by Microsoft that automates network management of user data, security, and distributed resources. In FY2014 DTS switched from Novell's aging eDirectory to Microsoft's Active Directory resource management system. This change has simplified enterprise support and management of agency IT resources and security access.



File Server Upgrade

For over 7 years, DFI has utilized a Novell NetWare file server physically located at the agency's main office. During FY2014, the agency moved the primary file management and storage services to a Microsoft Windows virtual file server hosted in the State's centralized data center. The file server move gives the agency many advantages, including:

- ★ Full encryption on the file server
- ★ More secure location
- ★ Better environmental controls
- ★ Better disaster protection
- ★ Faster backups and restores
- ★ Better hardware redundancy
- ★ Enterprise level support
- ★ Better capacity dynamics
- ★ Improved patch management



Desktop Replacement

Costs associated with desktop computer replacement continue to decline, improving the cost of ownership and productive efficiency. Time and support costs are minimized by adopting a consistent operating system and office productivity suite across the agency. Desktop computers are essential to the agency's base IT infrastructure and are the primary IT tool used by agency office employees.

HERITAGE AND ARTS

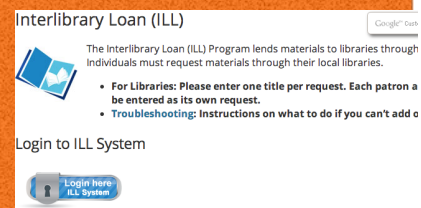


Improved Cemeteries and Burials Database

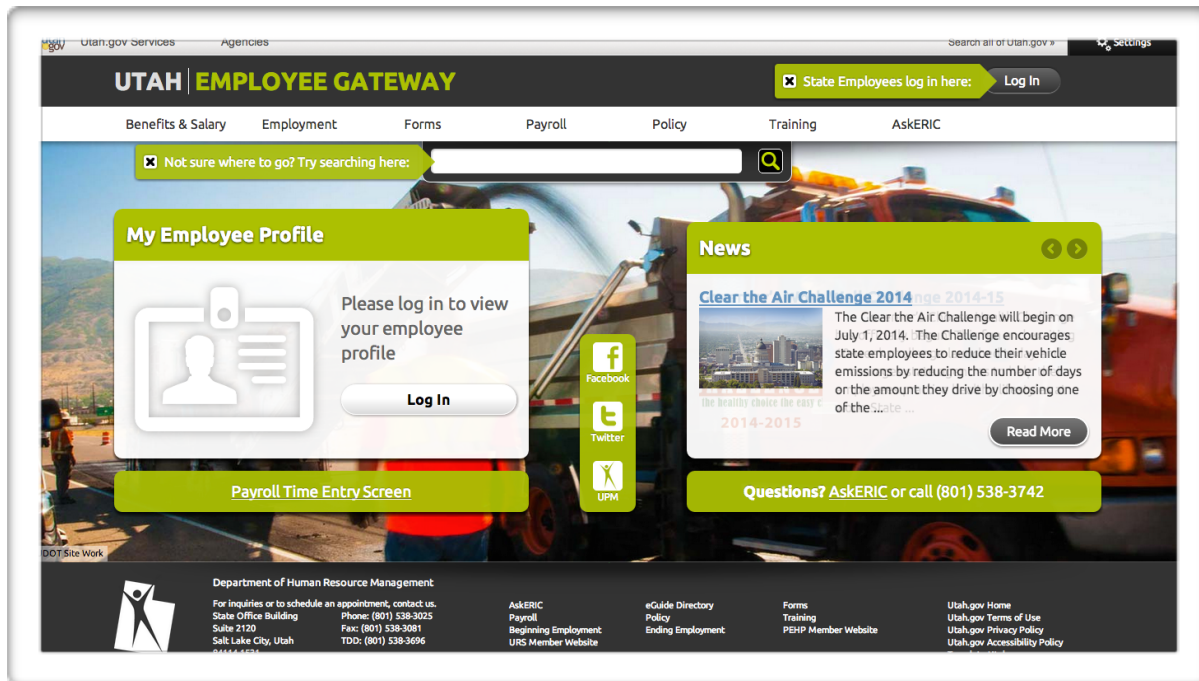
In 2014, the Department of Heritage & Arts in collaboration with DTS sought to improve the Cemeteries & Burials database operated by the Utah Division of State History. UDSH collects plot information from the more than five hundred cemeteries in the state compiling the information and making it available via their website cemeteries.utah.gov. Prior to the upgrade, the information resided in MySQL database and patrons had difficulties accessing accurate information. With the migration to a Salesforce SaaS database and new search functionality, patrons will be able to quickly and easily browse cemetery records.

Utah State Library Updates

Two applications utilized by the Utah State Library, the Public Library Information Exchange (PLIE) and the Inter Library Loan (ILL), were found to have some overlap in functionality. The Department of Heritage & Arts and DTS engaged in a project to update the ILL and were able to combine the functionality from both applications into the new ILL allowing PLIE to be retired. This consolidation will result in a demonstrable savings of both staff time and IT resources.



HUMAN RESOURCE MANAGEMENT



New Employee Gateway Website

During FY2014, DTS turned their focus to producing lighter, more usable applications in a faster timeframe. One of the first applications developed with this concept was a new Employee Gateway for DHRM. The new Employee Gateway was developed with this concept in mind and was produced in a shortened timeline, without sacrificing customer satisfaction or usability.

Fiscal Year 2014 Processing

Upon approval of the Governor's budget, qualified State of Utah employees were to receive a general increase, a one-time bonus, or a combination of the two. DTS staff automated the processing of the general increase and worked with several agencies to assist them by automating their desired bonuses.

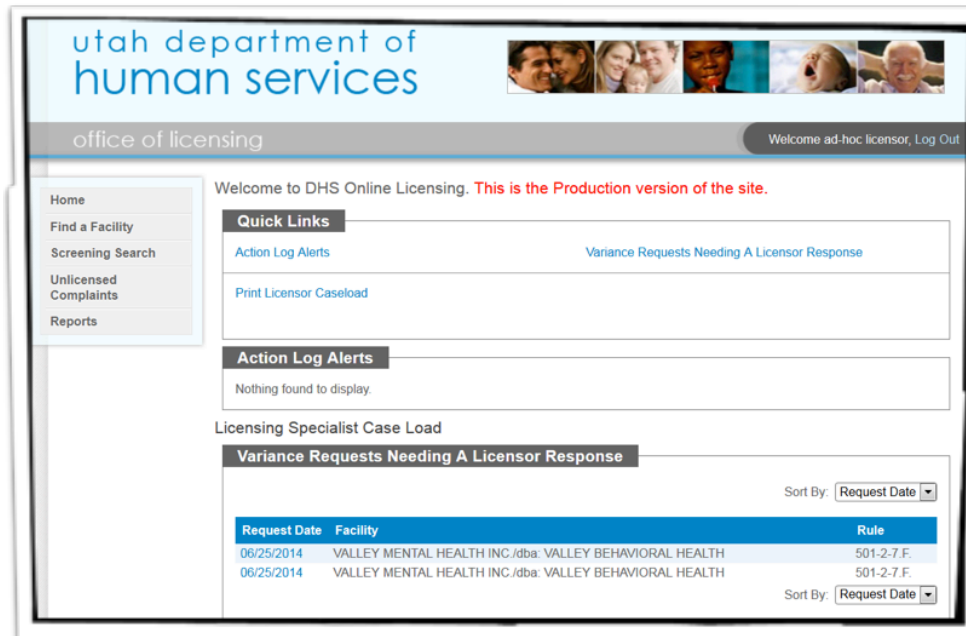
NEOGOV Vendor Recruitment System

DHRM engaged a vendor to provide automation for certain aspects of the recruitment process. To support this new product, DTS staff created a portal web site to encase the vendor product. DTS also created several interfaces between existing HR applications and the vendor product.

Career Service Review Office

DTS staff assigned to DHRM have assisted with the technology needs of the Career Service Review Office (CSRO). DTS staff worked with the CSRO and delivered a refreshed version of the Web site.

HUMAN SERVICES



Office of Licensing Online Database

The Office of Licensing initiated the first stage of its new online database. The previous system was available in Microsoft Access for licensors across the state to utilize through WAN connections. Development included business analysis of processes and the development of forms and reports that would not only copy the previous system but also improve processes. After approximately 16 months of planning and testing, the system went online in September of 2013.

The new system provides a much more secure and robust system, faster access to outlying regions, better processing speeds, and availability of data and reports to licensors both in the administrative office and throughout the state in seven regional offices. Added functionality includes the availability of the system to licensors in the field through portable tablets, logging of variances, complaints, license-issuing capability and accessibility of the system for public query.

Looking to the future and working toward a truly paperless system, forthcoming enhancements throughout FY2015 will include integration of DCFS SAFE data with foster care providers and the creation of end-user access for licensed facilities to be able to access their own facility information for submission of applications, background screenings and results, and the option to upload documents.

DTS accomplished this by starting with a copy of the Child Care Licensing system previously developed for the Department of Health. This reuse significantly reduced the cost of the system for Human Services.

HUMAN SERVICES

Sybase to SQL Server Migration

The following applications had their underlying database changed from Sybase to SQL Server along with the required application changes to support the new database:

SAFE	Provides intake/referral, case management, purchased service authorization, eligibility determination, reporting and other functions for two divisions and several offices at DHS with the primary being DCFS.
DHS Data Warehouse	The DHS data warehouse provides an integrated view of the DHS data across all Divisions and Offices.
EASY	EASY tracks the training of individuals across the State of Utah for the sale of alcohol both on premise, like at restaurants or lounges, and for off premise, such as grocery or convenience stores
ESHA	The ESHA Food Processor application is part of a Federal program that is administered by Division of Aging and Adult Services. This system is used to track nutritional information for meals for the elderly.
FITS	The Facility Information Tracking System is used to track maintenance, inventory, and emergency contact information for all DHS facilities.
PASRR	Pre-Admission Screening/Resident Review is a web-based system to submit evaluation and collateral information to Mental Health Authorities.
REDI	Readiness Evaluation and Discharge Implementation Program is used to tracks individuals and their release from the State Hospital in a timely basis.
USTEPS	Utah System for Tracking Eligibility, Planning and Services is a web based case management system used by the Division of Services to People with Disabilities.

This migration allowed DHS to take advantage of enterprise services provided by DTS and brought the agency more in line with the rest of state government. DTS staff assigned to DHS can focus more completely on application development and less on the underlying database services. DHS has also seen performance improvements in their systems as a result.

NATURAL RESOURCES

Shared Application Server Migration

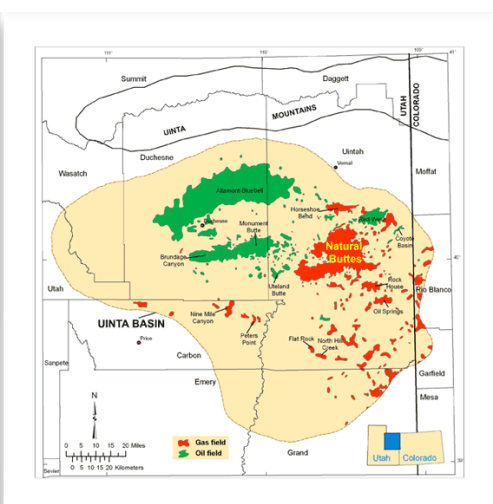
Ten applications used by the Divisions of State Parks, Wildlife Resources and Finance were migrated from an old server to a new tiered application server environment. The applications were relocated to a set of application servers supporting the Division of Oil, Gas and Mining. Overall, DNR was able to save approximately \$8,500 in licensing costs, improve security by eliminating the old server, and improving the support, testing, and deployment processes for the shared applications.

Apportionments of Beneficial Use (Water Rights)

An online process for tracking Apportionments of Beneficial Use and Declarations of Beneficial Use for the Regional Engineer's Action List was created. Process improvements include adding functionality in the Division's Mail Log to initiate the Beneficial Use tracking.

Well Incident Report

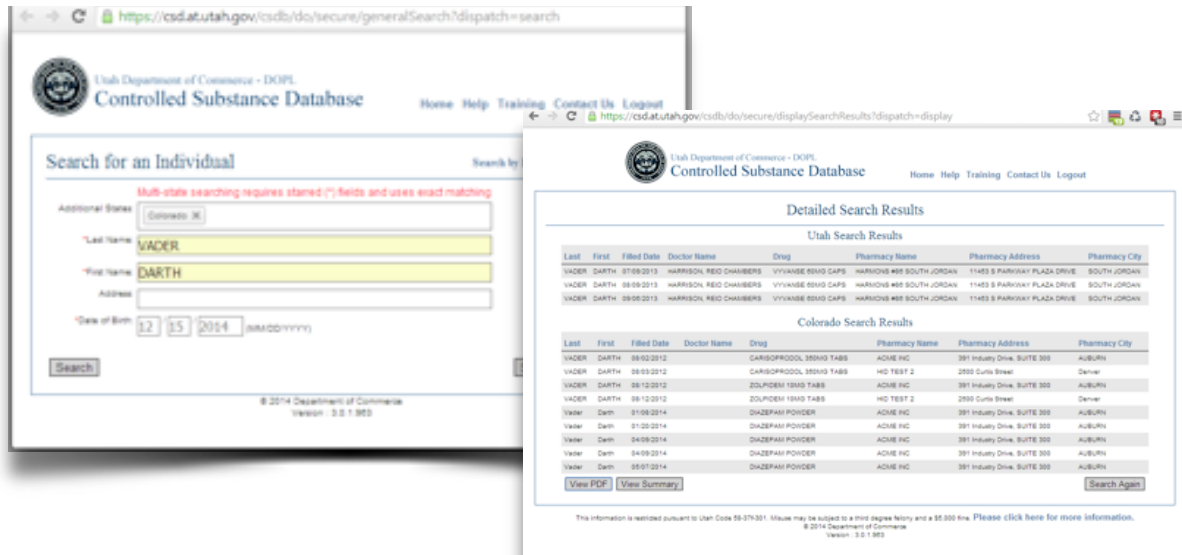
The new report allows operators to use an online web based form to do data entry and clarification for incidents occurring at their sites. The report is also searchable by the public. Overall the process for reporting incidents has simplified reducing the number of phone calls occurring between OGM staff and well operators while improving the public's ability to quickly and easily get information on incidents.



GIS Infrastructure for Web Apps

RAM is the first application deployed to take advantage of DNR's new GIS architecture and infrastructure. The new GIS environment takes advantage the enterprise licensing deal DNR has with ESRI. The design of the new environment makes it easier for web developers to create and deploy map-based applications with multiple layers of data to a robust set of servers. Additionally, the GIS infrastructure provides token-based security support for DNR's web based map applications. Deployment and use of the underlying data is controlled by business protecting the data and the infrastructure from screen scraping applications and services.

COMMERCE



Enhanced Functionality for Controlled Substance Database

During FY2014, Commerce completed significant enhancements to the existing Controlled Substance Database. Previously, practitioners and pharmacists throughout the State could search the database for prescriptions filled within the State of Utah. With the added functionality, these same practitioners and pharmacists can choose to not only query for prescriptions filled in Utah, but to also look for prescriptions filled in many of the surrounding states as well. These same states not only provide data for Utah, but participate in being able to query the Utah Controlled Substance Database for Utah's script data. This new functionality has added to the tools that Commerce can provide to their customers in performing this important function.

Other Accomplishments

- Migration from Novell to Active Directory for system and network login control and improvements.
- Completing many customer requested enhancements to improve the use and effectiveness of the My License Office (MLO) application and the LES system used throughout the agency, in support of SUCCESS project.
- Continued improvements to OneStop Business Registration (OSBR) that further enhance the ease and use of the online registration process for new businesses starting in the state.

HEALTH

Medicaid Applications – Functional and Operational Enhancements

The primary Medicaid application is a decades old mainframe application. It has experienced increasing operational costs and downtime associated with the aging architecture and many application changes over the years. Although a multi-year effort is underway to replace the application, the system is still required to efficiently process large amounts of claims annually. In 2013 and 2014 a focused effort was undertaken to improve the management of the many changes made to the application, as well as to better structure the change management process itself. Many of these changes involved better process management, although the support team itself was restructured to better manage the processes being implemented. The result has been a significant increase in daily system availability to users, and a decrease in daily and weekly production downtime issues of 80%.

A number of enhancements have been made to Medicaid applications to comply with legislative mandates at the federal level and to enhance the functionality of the applications. Although the federal government delayed the implementation of ICD-10, a new International Statistical Classification of Disease requirement, the mainframe development required for implementation was completed and is ready for implementation. Capitate Dental, the user of risk-adjusted payments for all Accountable Care Organization (ACO) contracts was implemented in 2014. These systematically-controlled payments consist of actuarially certified rates based on major categories of Medicaid eligibility and the severity of the illness prevalent in the enrolled population.

In the area of employee development and success, sixteen DTS and Department of Health staff members were trained in the latest project management methods, becoming certified in the methods being trained. This both broadens the skill sets of staff and improves the technical management of DTS projects.

Information security has been a primary focus in 2014 for the Medicaid support team. A full cycle Change Management process was implemented with bi-monthly releases on all technology platforms. Personal Health Information (PHI) has been identified and mitigation efforts include encryption and firewalls have been and are being implemented. Significant progress has been made to bring processes, procedures, and applications in line with National Institute of Standards and Technology (NIST) standards.



HEALTH

Utah Plant Extract Registry (UPER)

The State Legislature passed a bill in 2014 that allows Utah residents suffering from intractable epilepsy to legally possess hemp extract, which has been shown to reduce the frequency and severity of seizures. The UPER system was developed to collect the applicant's information as authorizing documentation from their neurologist. It also produces a certified copy of the approved certificate as proof of legal right to possess the hemp extract oil. The application was produced quickly in conjunction with the Office of Vital Records.



Women, Infant and Children (WIC) Enhancements

In 2014, WIC was enhanced to include a document collaboration module. This module allows WIC clinic users and program staff to collaborate on documents and training modules, and allows clinics to run ad hoc reports which assist clinics to manage operations more efficiently. A special formula ordering process was also implemented, improving the timeliness and accuracy of the approval process by Community Nursing Services. The technology underpinnings of the application were updated in 2014 to make the system viable into the future and to increase the security of the application.

Electronic Physician Order for Life Sustaining Treatment (ePOLST)

Paper POLST forms were being filled out by patients in nursing homes and other locations where the patient wishes to make clear their end of life, life sustaining measures known. This often led to confusion when a patient was treated at an ER or other location that did not have access to the form. ePOLST was created to electronically record the patient's wishes, which can be accessed by doctors at any facility that has established a secure account ID in the system. Once a patient has been positively identified by a treating physician, the patient's wishes can be carried out.

PUBLIC SAFETY

UCJIS Rewrite

The UCJIS Rewrite project is modernizing the Utah Criminal Justice Information System (UCJIS). UCJIS is a web-based portal that provides law enforcement agencies with criminal justice information. The system also provides web services that allow criminal justice third party systems to interact with warrants, driver license information from all 50 states, NCIC, NLETS, Interpol, FBI and other sources. New applications deployed last year include:

- NIEM Compliant Rap sheets
- Electronic Citations
- Traffic Incident Reporting
- Outstanding warrant letters
- Nlets/NCIC
- Motor Vehicle



Driver License Rewrite

The Driver License Rewrite project was started in 2010 and wrapped up in May of 2014. In the initial planning it was determined that rather than outsource the project to a private consulting firm as some other states have done, DPS would rely upon the in-house domain knowledge and system expertise of DTS and DPS staff along with carefully selected individual contractors. Savings to Utah tax payers have been estimated to be tens of millions of dollars.

- In a significant software deployment in January of 2014, Utah became just the 3rd state in the U.S. to become fully compliant with American Association of Motor Vehicle Administrator.
- A new process for renewing ID cards via the internet was also launched.
- A new work-flow process was developed that eliminates duplication, confusion and saves many man hours.
- DTS successfully implemented the requirements for a new legislative bill that called for the creation of the new Motor Vehicle driving permit.
- DTS removed all dependency from the Driver License legacy software and soon after shutdown the legacy server.

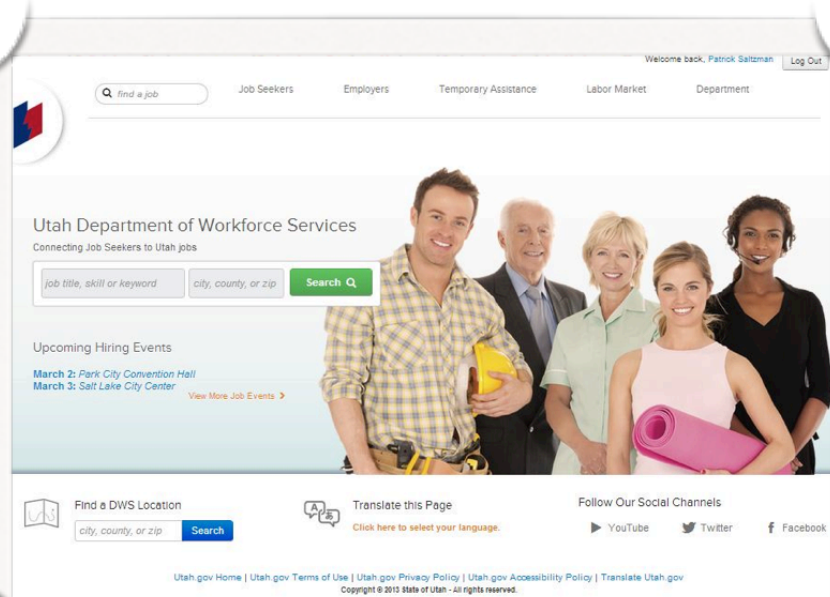
WORKFORCE SERVICES

Website Redesign

Jobs.utah.gov is the most used state website. The site consists of four major applications job search (UWORKS), unemployment (CUBS & CATS) and public assistance (myCase). With the exception of CATS, the remaining three applications were integrated with each other to allow shared customers to move between services/apps. However, the applications did not look the same or function in the same manner and they were not responsive to mobile devices. DWS staff along with DTS staff worked with Utah Interactive to develop a new, consistent look and feel for the website utilizing standard web development tools like Bootstrap. This was done to provide consistency and mobile responsiveness across all applications in jobs.utah.gov.

The UI websites are some of the oldest in the Department. Many of the screens and functions were so old that it wouldn't allow the new features of the web design to work. DTS employees not only added the new changes to the UI web sites, but also rewrote many of the older pages. Because of the efforts, the UI web sites are a success and also are size responsive to the different web environment from a full desktop to the smallest smartphone.

DTS worked many hours to coordinate the look and feel of myCase to be consistent with other pages on jobs.utah.gov. This provided a cleaner, simpler and more user-friendly experience to the customer, all of the systems across the DWS applications were used. At the same time, myCase was updated to a more current version of Tomcat 7 and Liferay 6.1. This allowed for better performance of the overall application.



WORKFORCE SERVICES

Affordable Care Act

In March, 2013, the Utah Affordable Care Act (ACA) project was mobilized to enact changes to the eREP system and related operations, and included 3-key deliverables:

- Modify medical policy and system rules;
- Electronically exchange benefit application with healthcare.gov; and
- Implement a new rules engine for all eligibility programs.

On October 1, 2013, Utah began determining eligibility with ACA Medicaid rules, using Jboss open source rules engine. On January 1, 2014, all eligibility determinations: ACA, non ACA, Food Stamps, Child Care, and TANF, were switched to Jboss, ending the use of eREP's Curam proprietary code.

This change to a new rules engine (the 'brains' of determination), took under a year. Additional new technologies introduced included: Mongo noSQL data base (big data); data exchange services with Federal partners; and a testing tool suite: fitNess test director; Grinder component testing; Emma code coverage. These new technologies:

- removed reliance on older, proprietary software;
- reduced time to affect eligibility determinations;
- provided faster, less complex code for policy-rule changes;
- enabled use of latest industry standards;
- expanded access to qualified developer resources; and
- accelerated test-fix-test cycle, delivering a higher quality solution.

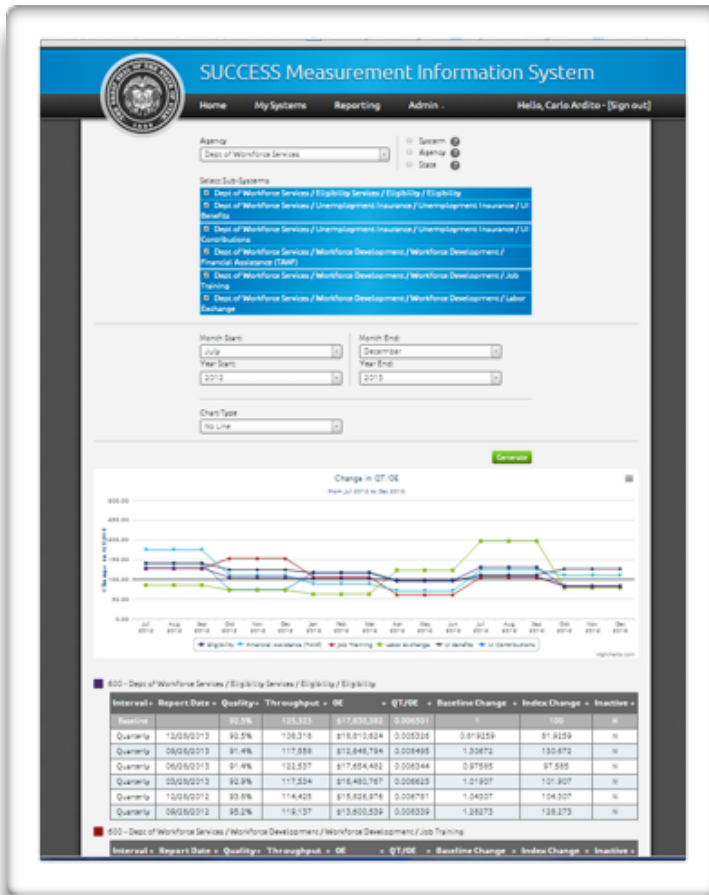
In anticipation of increased case loads and call volumes associated to ACA, the Department made the decision to implement a new contact center using new technology to assist DWS with the higher call volumes. DWS was the first Department in the State to implement Interactive Intelligence (ININ) software for a contact center.

On December 9, 2013, DWS and DTS implemented this leading edge technology providing new functionality such as;

- eREP screen pops allow the worker to instantly see customer information without manually entering any information into eREP; and
- Customers were given additional choices to enter identifying information into the phone Interactive Voice Response (IVR) system allowing for more accurate routing of calls to staff.

This new business functionality allowed DWS to efficiently handle a 61% increase in call volume, and provided a higher level of performance for DWS' eligibility workers.

GOVERNOR'S OFFICE



SUCCESS Measurement Information System (SMIS)

The SMIS application for GOMB was developed and delivered during FY14. This system allows agencies to establish baselines and input metrics related to their SUCCESS objectives/pillars. The system also allows GOMB to track metrics and achievements with the SUCCESS efforts made by agencies. This data can then be aggregated at the system, agency or state level.

AGENCY WEBSITE UPGRADES

Most of the Web sites for the offices within the Governor's Office underwent upgrades or enhancements in FY14. New designs and current technologies were implemented into the sites, improving maintenance.

THE PREPS

To help support the budgeting process, GOMB engaged DTS to build and maintain three processes: Comp Prep, Fee Prep, and Budget Prep.

LEGISLATIVE TRACKING SYSTEM

The Legislative Tracking System allows GOMB staff to track bills through the legislative session and approval of the governor. This system was enhanced to provide additional functionality and easier navigation.

VISTA

DTS staff was busy making requested enhancements to the state's election management system, VISTA. Many counties experimented with by-mail voting. The system was enhanced to assist with that process.

GOVERNOR'S OFFICE OF ECONOMIC DEVELOPMENT

Website Redesign

The Governor's Office of Economic Development engaged in a complete website redesign. This project had several goals including:

- Providing a site that would be accessible from traditional computers and also smart phones and tablets
- Moving to a Content Management System allowing as many employees as possible to create content rather than depending on trained web developers
- Making the site as secure as possible protecting it from defacement and unauthorized access

The new GOED site went live in FY2014 accomplishing these goals and many more. The site remains one of GOED's finest tools for promoting the industry and economy of the State of Utah.



LABOR COMMISSION

Implementation of Best Practices and Standards

DTS implemented best practices and newly revised standards on behalf of the agency that reduced potential costs, enhanced operations, and aligned practices to DTS statewide and industry standards.

Sybase License Model - New hardware and new operating licenses were acquired that align with current business processes, improve security, permit future growth and expansion, and avoid potential costs imposed by alternative solutions.

Implementation of Source Control - Data for the agency now complies with standard and enterprise repository requirements and control.

Full Three-Tier Development and Support Environment - Application development and support is compliant with “Three-Tier” standards for development, testing, deployment, meeting security requirements for specific databases.

Documented Data Flow - The agency now has documented data flow across all applications in receiving data via vendor feed. This enhances accuracy and security of the data.

Guardium Data Encryption

Encryption using the state standard Guardium encryption tool was implemented across all servers storing data for the agency.



Legislative Mandates

DTS, working together with the Labor Commission, successfully implemented two significant legislative changes required of the agency. Senate Bill 99 “Adjudication Compliance” and SB 59 “Coordination of Benefits” were both implemented on time and on budget.

Resource Staffing

DTS realigned duties and responsibilities of DTS resources to better meet the needs of the agency, resulting in increased productivity and efficiency for the agency.



PUBLIC SERVICE COMMISSION

Relay Utah Program Use of Mobile Devices Brings Efficiencies

During FY13, the PSC acquired and placed into service mobile devices that include tablets, iPads and smart phones. This allowed staff to complete more functions in the field, which reduced processing time and improved accuracy. This has proven to be successful. During FY14, the PSC expanded this program that allows for additional productivity in the field in accepting and processing applications for the Relay Utah program. In addition, the Relay Utah staff expanded their troubleshooting and assistance services to users via telephone, which reduced travel time, on-site visits to fix errors or correct settings, and the time needed to restore service to clients. This has increased productivity and overall satisfaction in the service PSC customers receive.



Office Reconfiguration Enhances Security of Personnel

The PSC evaluated its physical environment and determined there was a need to increase the reception area layout for added security for staff and visitors, to improve work efficiency, and to expand hearing and conference facilities for official state business. DTS provided planning assistance for necessary communication and network access for both a temporary move of staff, and for the final building changes.

National Deaf/Blind Equipment Distribution Program

The PSC administers a grant program that provides specialized equipment to qualified clients who are deaf or hard of hearing or blind that assists them in their abilities to sign, use email, employ electronic magnifies, and use other technology and aids. Working together, the specified equipment was acquired during the fiscal year as a part of this program, then configured, and distributed by the PSC to qualified clients.

TAX COMMISSION

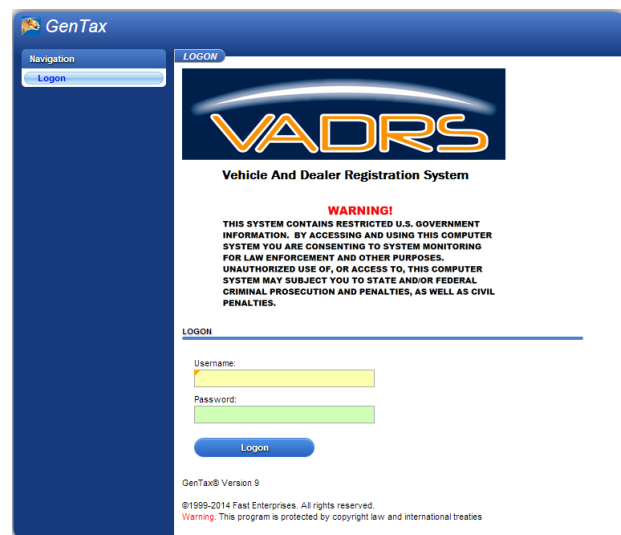
Deployment of VADRS

DTS and the Tax Commission, in cooperation with Fast Enterprises, have released a groundbreaking motor vehicle system and motor vehicle enforcement system referred to as *VADRS*. The system has become a model to many other states for efficiency, organization, and success.

VADRS processes 2.5 million vehicle titles and registrations, 2,700 dealership and body shop licenses, and 12,000 sales person licenses annually. Through the online service, Utah residents and businesses can manage vehicles and MVED business licenses, make DMV payments, order personalized plates, renew disabled placards, and renew commercial fleets.

VADRS automated and simplified procedures for faster and more secure customer service and workload tracking:

- Eliminated several interface file transfers
- Eliminated the need for multiple agencies to have separate versions of Motor Vehicle Databases
- Incorporated the ability for a customer to not just look up a potential Personalized Plate but to submit the order and pay the fees on-line
- Eliminated the Credit Card processing interface and replaced it with vendor developed software that utilizes the credit card machine software for processing, reducing the security liability for the state.
- Incorporated several interfaces to be interactive instead of file transfers or downloads.
- New Web Services were developed to handle real time, more accurate and timely motor vehicle data for DPS, Financial Institutions, Other state agencies, Impound Yards, UDOT, WFS. Now a single query can return both current and historical information.
- Incorporated the Motor Vehicle Enforcement Division application needs into one overall Motor Vehicle application.



TAX COMMISSION

Kofax Scanning System Implemented

During 2014, a new Kofax scanning system was implemented. This included the following:

- New servers were brought on-line for development, test and production environments of the Kofax testing system.
- Testing lab set up for Kofax testing
- Two new Fujitsu scanners brought on-line into production
- Sales Tax converted to Kofax
- Withholding Tax converted to Kofax
- IFTA, SFU, and IFTA Coversheets

Tax Legislative Release

- GenTax DEX (SSN validation) product implemented
- Tobacco rewrite completed and deployed
- Sales Remote Seller legislation completed and deployed
- Income and Corp annual changes and legislation completed and deployed
- Annual Data Warehouse tape loads
- Data Warehouse taxpayer summary
- SRFMI (State Reverse File Matching Initiative) extracts
- 1099 extract and notice generation
- Approximately 280 SQR's (Service Requests) completed in FY 2014



Certified Tax Rates

- Upgraded to new Infragistics controls
- Completed legislative mandate to separate the Court Order value
- Updated Treasurer screen
- Improved speed by adding additional indexes
- Fixes to DIY data mining
- Fixes to Truth in Taxation December Ad
- Increased browser support to include Chrome, Safari, and Opera in addition to Internet Explorer and Firefox

CORRECTIONS

O-TRACK Enhancements

During FY14, DTS and UDC worked on the third and largest major module of O-TRACK being converted to the web environment from client server. The Division of Institutional Operations (DIO) Module consists of 15 functional units supporting all offender based operational activities. During FY2014, the Application Development Team completed and released the first three units, including: Records, Assignments, and Transportation. It delivered a fourth unit, Counts and Escapes, into final testing. DTS completed analysis and design, and started coding the fifth, Inmate Placement Program.

These units support core mission critical operations throughout the prison system, the community correctional centers, and some contracted activities with County Jails throughout the State. They are used by staff in Institutional Operations, Adult Probation and Parole, Programming Services, Correctional Industries, Planning and Research, the Board of Probation and Parole, and other units.

DTS developed and deployed an up-to-date Web Service to provide O-TRACK data to outside agencies. These new services replaced several existing data files, sockets and links with a more standardized and secure solution. Now, all such external data feeds will be incorporated into this one funnel that can be more easily maintained and supported, updated, and monitored. Several additional enhancements were approved and made during the year. Special sub-components were created for Public Safety, to support both the Fusion SIAC Center operations and the Criminal History File, and Workforce Services, to enable their monitoring for benefits provided incorrectly to certain classes of offenders.

F-TRACK Mobile

Adult Probation and Parole continued to purchase and expand its use of mobile devices for its parole agents for field activities. During FY2014, the O-TRACK application continued to support the rapidly growing access through the mobile environment. Several modifications were made to ensure this access was efficient.



Staff Information (SIMON) Expansion

The user team is preparing for department-wide implementation of SIMON. This will greatly automate and simplify a very complex and labor intensive process of managing these rights for employees who require fast access right updates. The expansion also strengthens the security protections in place against obsolete logons and out of date information. It introduces a supervisory level of oversight of system access and makes changes easier.

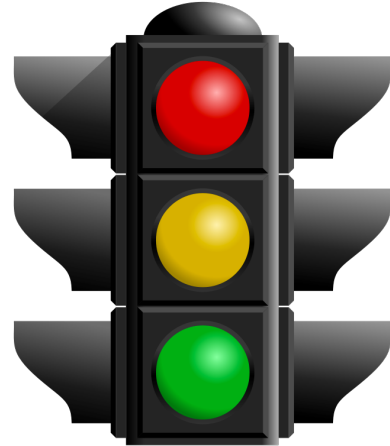


TRANSPORTATION

Traffic Operations Center

DTS assisted UDOT implement new Traffic Signal Performance Metrics, including Executive Reports, Maxout Alerts, Inrix Reports, UI Redesign, and Speed Enhancements. These improvements provide the ability to see traffic measures statewide, automated monitoring of specific signal issues, and improved travel time reporting. The UI and speed enhancements have improved the user experience.

In addition, DTS has helped implement Citizen Reporting Web Training, which allows the public to more quickly get involved in reporting weather conditions as well as alleviates man hours of administration work that would be required to get users into the system.



Enterprise Data System - GIS

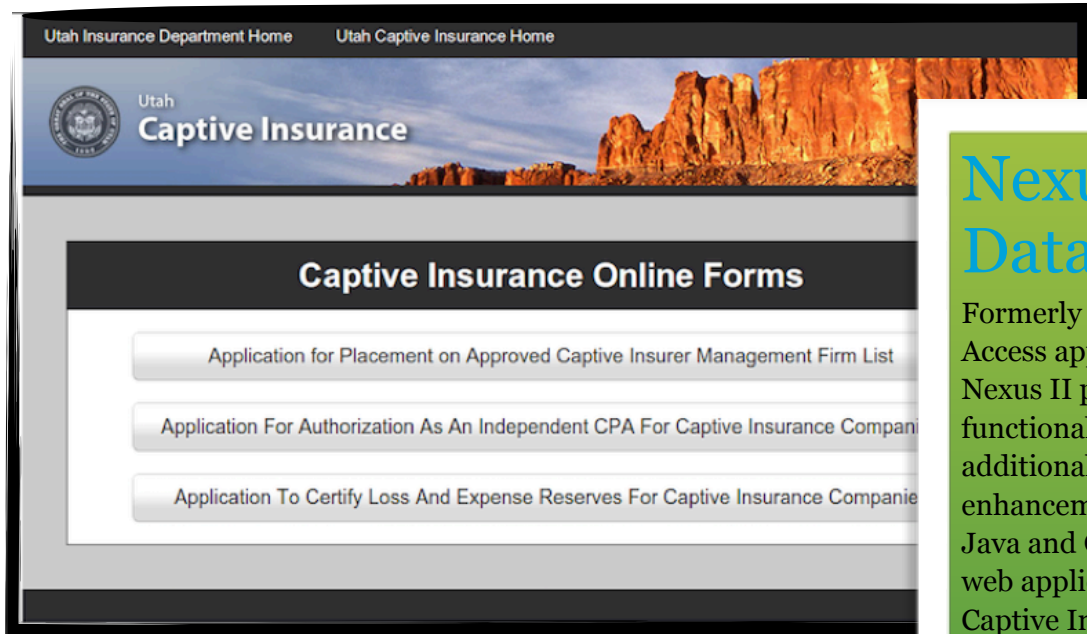
DTS enhanced the Linear Bench with improved and new functionality, such as:

- Add and modify by Measure: Allow mile+offset
- Non-Java access to roadview images
- Join-filters to relate layers
- Output format enhancements
- Section Drilldown report
- UMS for route updates
- COGNOS map-based reporting
- Wizard based report creation
- SDE password enhancement, DTS password policy
- UI Improvements
- ArcMap 10.1 Printing Implementation
- Utilize SDE in Read/Write fashion to OMS

Operations Management System

DTS created a dashboard to track maintenance tasks metrics for the Operations Management System. This allows real-time on-demand visibility for the metrics in graphic formats. Upgrades to the system also included a new module to track and manage Hard surfaces, enhanced SuperTanker, and a Level of Maintenance application. Efficiencies have been gained through reduced staff time to calculate and analyze the systems.

INSURANCE



Captive Insurance Forms

UID's Captive Insurance Division has several Adobe eForms that have been converted to Java Forms and now use an Oracle database. Access to the new forms server is authenticated with Utah's UMD. UMD authentication provides a means to partially complete a form and return later to complete and submit. UID intends to deploy several complex forms to this new environment.



Health Insurance Transparency Mobile Apps

Mobile applications have been developed to allow the public to access Utah's Health Transparency information via IOS and Android based mobile devices. The IOS application is available in the Apple Store.

Nexus II Database

Formerly a Microsoft Access application, Nexus II ports existing functionality with additional enhancements to a Java and Oracle based web application.

Captive Insurance Company's regulatory activities are managed with Nexus II. Over the past 5 years, Utah's Captive Division has grown from 148

captive companies to over 340, plus an additional 60 cells.

Utah's Captive Division is now the second largest domicile in the United States and fifth largest captive domicile in the world.